

WIVENHOE SURGERY

NEWSLETTER

September 2014

Edition 1



Welcome

Welcome to the first of our quarterly newsletters. As many of you know, a lot of changes have been happening here recently; staff changes, new treatments such as the taking of bloods with other changes in the pipeline. But more on these later in our newsletter . . .

Our aim is to provide you with a clear and friendly update of what is happening together with what is due to happen, keeping you fully informed of any developments likely to affect you as well as gentle reminders of what we already have to offer.

So now for the more nitty gritty!



Flu Jabs & Over 74s Falls Survey

We are already taking appointments for our first sessions of Flu Injections (more to follow):

on 8th & 9th October

**from 9.00am to 6.00pm
excluding 12 noon until 1.30pm**

These injections are for the following patients:

- People aged 65 years and older
- Sufferers from CHD (Coronary Heart Disease)
- Sufferers from Diabetes
- Main Carers
- People with Immunity Problems

If you are unsure whether you are entitled to a flu jab, please contact the surgery for advice.

Note: Dates for children's jabs to be confirmed.



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Surgery Opening Times

Monday to Friday

8.00am to 6.30pm Premises Only

Remember:

Online Appointment Service

Email prescription service: prescriptions.wivenhoe@nhs.net



Diary

8th/9th October – Flu Jabs & Over 70s Falls Survey
15th October – **Surgery Closed** for Training from
12.30pm onwards

Contact Details

Tel: 01206 824447 Fax: 01206 827937

email: wivenhoe.surgery@nhs.net Website: www.wivenhoesurgery.nhs.uk

WIVENHOE SURGERY



Dr Foster's Absence & Temporary Replacement

Dr Foster is now on maternity leave, expecting her second child. She is due to return at the beginning of January next year.

We are fortunate to have Dr D'Souza stepping into her role, a face that many of you will recognise, having worked here as locum on a previous occasion. He has much experience as a partner for another practice and he will be available on Tuesday mornings and afternoons.

We are currently seeking another doctor to cover Dr Foster's remaining sessions and we will keep you fully up to date with any developments.



Subscribe To FREE Text Reminders

Do you receive text reminders for appointments?

If we have your mobile number on file, you should already be receiving free text reminder messages, but if this is not the case or you have changed your mobile number or recently purchased your first phone, just pop into the surgery for a form or ask one of our receptionists for details.



Help Us To Help You – Cancellations

We are very lucky here as most people phone in or drop into the surgery to let us know when they are unable to attend an appointment. With appointment slots at a premium, it really helps us to be told in advance when you cannot attend for what ever reason.

If you don't receive text reminders at the moment, please read the above article.



New Prescription Service

The new prescription service is due to operate from January. This will be totally computerised. So what will you notice? A faster service at pharmacies and a new form. In all other aspects, the prescription service will remain unchanged.



A&E Admissions Avoidance Programme

We are well into the Admission Avoidance Programme, which is designed to provide a co-ordinated care programme for patients with serious health problems, whether due to age, breathing difficulties, suffering from cancer or other serious ailments.

The care programme allows patients to be monitored regularly. Also all health professionals (doctors, nurses, health visitors and others) can share their expertise to give a full picture of a patient's condition. Should a problem arise, it can then be nipped in the bud, preventing it deteriorating further as well as avoiding the person suffering unduly and preventing hospital stays, when they can be avoided.

Many patients have already been contacted, but if you feel that you should also be considered for the care programme or you know someone who you think should be added, do please contact the surgery.



Surgery Website

For many of us born before the advent of the internet & mobile phones, we tend to forget to look on a website for information. This is a mine of useful information and an indication of what can be found is listed below:

- Common ailment information
- Feedback forms
- Health A to Z (conditions & treatments)
- Patient Participation Group
- Repeat medicines (prescriptions) orders
- Telephone consultation requests
- Text reminder applications
- Travel questionnaire (for jabs)
- Update clinical records
- Update contact details
- Useful links
- Useful phone numbers

Login and take a look. You may be surprised at the range of information

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Other Local NHS Services

We all know that medical emergencies, great and small arise outside surgery hours, but how many of us are aware of the other NHS services available. Below are listed the more useful ones:

- **111 Service**
Phone service only (dial 111)
Available at ALL times
- **Walk In Centre**
No appointments, just walk in
Open every day from 7am to 10pm
Tel: 01206 314 015
At: Primary Care Centre Turner Road Colchester
- **Clacton Minor Injuries Unit**
No appointments, just walk in
Open every day from 9am to 9pm
(x-ray facilities from 9am to 5pm, Mondays to Fridays only)
Tel: 01255 201 594 or 021 662
At: Clacton Hospital Tower Road Clacton
- **Harwich Minor Injuries Unit**
No appointments, just walk in
Open every day from 9am to 5pm
(x-ray facilities on Mondays, Wednesdays & Fridays only)
Tel: 01255 201 240
At: Fryatt Hospital 419 Main Rd Harwich
- **A&E**
Emergencies ONLY
Tel: 999
At: Colchester Hospital Turner Road Colchester

Waiting times are usually much longer at the A&E department, where staff will prioritise the emergency cases and you are therefore strongly advised to use one of the other services mentioned above, if you can.



Online Booking

Did you know that you can now book appointments online? Come into the surgery for your password and information. Most online appointments are early in the morning or in the evening. Often online appointments are still available when routine ones are fully taken. So pop in at your convenience to be added to our online booking system.



Blood Clinics

Unfortunately, the local hospitals are no longer contracted to take bloods. The Walk in Centre have a limited number of blood tests. Practices are now contracted to provide this service and our health care assistants, Lynn and Suzanne, provide ample sessions to have your blood taken here at the surgery (appointments necessary).



Shutdown

Our apologies to everyone, but on 15th October Wivenhoe Surgery along with all other surgeries in the area will be closed for training from 12.30 pm.

If you require further medical advice whilst the surgery is closed, please phone the NHS 111 service by dialling 111. Please also read the 'Other Local Services' article to the left of this.



Feedback

We would welcome feedback from you. This could be what you like about our surgery, how we might improve our service or any ideas you may have to improve our website. The choice is yours!

Send us an email (Wivenhoe.surgery@nhs.net), complete our form on our website (www.wivenhoesurgery@nhs.net) or by writing a letter and posting to Wivenhoe Surgery 71 The Avenue Wivenhoe Essex CO7 9PP